

Michigan Web Account Manager
MiWAM Toolkit
for Claimants



Michigan Web Account Manager MiWAM Toolkit

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Michigan Web Account Manager

Introducing MiWAM

The Michigan Web Account Manager (MiWAM) is the Unemployment Insurance Agency's (UIA) online system for managing your unemployment account electronically. MiWAM makes doing business with the UIA simpler, faster and more efficient.

MiWAM allows you to perform routine transactions such as filing claims, certifying for benefits, viewing correspondence, and updating your unemployment claim information online. The system is accessible 24 hours a day, seven days a week.

Managing your account online is secure, more accurate, processes quicker, and allows for more real-time interaction with UIA staff.

What You Can Do With MiWAM

- File a Claim
- Report for benefits
- Change Contact Information and Contact Method
- Respond to Fact-Finding
- Submit protest and appeal
- Make a Restitution Payment
- Request a Waiver for Financial Hardship
- Send Online Inquiries to Virtual Problem Resolution (VIPR) Team
- View all existing and past claims
- Submit Fraud Tips Anonymously

Who to Contact

If you have questions about MiWAM or for help with your unemployment claim, call 1-866-500-0017 to speak to a customer service representative.

Michigan Web Account Manager

MiWAM Logon Instructions

www.michigan.gov/uia

Step 1

If you want to create a MiWAM account, you must have a record with the Agency as a result of filing a claim within the past two years.

From the UIA Public Web Site, www.michigan.gov/uia, click on Michigan Web Account Manager for Claimants and Employers.



After clicking on the MiWAM logo, the home page shown below will appear. You can register as a new user, or access your existing account. To sign up for Online Services you must first click on the *“Sign Up for Claimant Online Services”* hyperlink.

Online Services for EMPLOYERS	Log In To MiWAM	
<ul style="list-style-type: none">Register A BusinessSign Up for Employer Online ServicesLost/Never Received Authorization CodeForgot your Password? Forgot your Username?	<p>Please provide the username and password for your web account with the Unemployment Insurance Agency</p> <p>Username Required</p> <p>Password Required</p> <p>Sign In</p>	
<th>Online Services for CLAIMANTS</th> <td></td>	Online Services for CLAIMANTS	
<ul style="list-style-type: none">File a New ClaimFind a Saved ClaimSign Up for Claimant Online ServicesHaving trouble logging in? (Forgot password?)		
<th>Other Online Services</th> <td></td>	Other Online Services	
<ul style="list-style-type: none">Report Fraud		

Step 2

On the MiWAM Sign-Up screen displayed below, you must enter the three required pieces of information needed to create a web account.

- Telephone number
- Social Security number (must be entered twice)
- Date of Birth (DOB)

After completing the required fields, you must click the **Next Step** button to go to the next screen.

Step 3

The next step in the process is to create your username and password to access MiWAM. Create a username and password that is easy to remember. Make sure to answer the security question. Answering the question now will save time if you forget your username or password by allowing you to reset them after answering your security question. You must provide an answer to your secret question. There can be no leading or trailing spaces.

Your MiWAM password will expire every 13 months.

After completing the required fields, you must click the **Next Step** button to go to the next screen.

Step 4

You must choose "Yes" on the Security Agreement to be given access to MiWAM.

1. MiWAM Sign-up

2. Create Your Username

3. Security Agreement

Security Agreement

ACCEPT THE SECURITY AGREEMENT

Your Responsibilities

All users and their representatives must agree to follow the established criteria for use of any application within the MiWAM web account. Violation of these policies will result in the loss of access privileges.

ALL USERS-

- The Account Owner is the individual who creates the MiWAM web account.
- All information provided during the creation of the MiWAM web account must be complete and accurate. If an account is set up based on erroneous and misleading information, the account privileges will be revoked and no future account will be created.
- The Account Owner assumes all responsibility for use of the Agency's services.
- The username/password cannot be shared. Sharing of a username/password is grounds for revoking account privileges.
- If a user feels the username/password has been compromised, they are responsible for changing their username/password.
- The applications can only be used for the purposes for which they are intended.
- Any use which interferes with the Agency's ability to provide service is prohibited.
- Should the account be used as a part of network attack, the Agency reserves the right to take any necessary actions (including but not limited to, temporary suspension of the account holder's account) required to return the server or network operation to normal.
- The Agency may terminate service to the subscriber at any time, without notice, for violation of this agreement.

By choosing the yes option, you agree with the terms of this policy. Continued use of a MiWAM web account indicates ongoing acceptance of the terms of this policy by the account holder.

By choosing the no option, you understand that you will not be given access to MiWAM.

Do you agree with the Acceptable Use Policy Agreement, stated above?

All steps have been completed.

When you are ready to continue, click the 'Submit' button.

This MiWAM user account was successfully created. You can now log into MiWAM to access all of your claim related information.

Username: welcome123

Your Confirmation Number is: 1-022-512-000

Thank you for using MiWAM!
Unemployment Insurance Agency

If you have questions regarding your unemployment account call Customer Service at 1-866-500-0017 (between 8am and 4:30pm Monday through Friday). You may also submit an inquiry through your MiWAM account.

Once you click the submit button, you will receive confirmation that your account is set up. *Note: This is only when setting up a MiWAM account, not filing a claim.

Michigan Web Account Manager

Navigating MiWAM

UNDERSTANDING TABS IN MiWAM

Within MiWAM, you will see many Tabs and Sub-Tabs.

Tabs are used to organize information on a window. Each tab, in turn, can have multiple sub-tabs. Click a tab to display information corresponding to the tab label. When a tab is selected, its corresponding sub-tabs are then displayed beneath the selected tab.

Sub-tabs may display a superscript number. This number indicates the total of all items listed in that Sub-tab. For instance, in the Figure below, the “1” superscript on the Claims sub-tab indicates that there is one claim.

CLAIMS ¹	ACTIVITIES	NOTICES ¹	LETTERS ²⁴	CLAIMANT SERVICES	NAMES & ADDRESSES
CLAIMS					
Claim Id	Claim	Type	Status	Benefit Year Beg	
C	UI Claim	Additional	Allowed	28-Jun-2015	

CLAIMANT/CUSTOMER VIEW

Once you are logged into MiWAM, your screen will default to the “My Account” view. This is considered the Claimant/Customer view in MiWAM. You can see overall activities, notices, tabs and letters. By clicking on a tab, you can see more specific details about each item.

Claim: CHelpLog Off

User Information: You are signed in as millermaureen1

UI CLAIM C.
 To report timely, you must report between 21-Dec-2015 and 26-Dec-2015

I WANT TO...
[View My Profile](#)
[View All Claims](#)
[View the MiWAM Toolkit](#)

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS⁰ CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

CLAIM INFORMATION

Social Security Number	: *** - ** -	Withhold Taxes	: No
Benefit Year Begin	: 06-Dec-2015	Exemptions	: 0
Benefit Year End	: 03-Dec-2016	Dependents	: 0
Weekly Benefit Amount	: \$362.00		
Total Weeks Allowed	: 20.0		
Weeks Remaining	: 20.0		

Michigan Web Account Manager

Navigating MiWAM

CLAIM/ACCOUNT VIEW


Selecting a Claim ID gives the claim/account view in MiWAM. Notice more tabs allow you to take different actions on the claim or view activities that have taken place. To navigate back to the default Claimant/Customer view, select the Claim ID link on the top left of the screen or click the "View All Claims" link under the "I WANT TO..." section on the right.

Claim: C

Help Log Off

User Information: You are signed in as welcome123

UI CLAIM

 You have benefit weeks that have not been certified. [Click Here to Certify](#)

I WANT TO...

[View My Profile](#)
[View All Claims](#)
[View the MiWAM Toolkit](#)

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS² CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

CLAIM INFORMATION

Overpayment Detail Payments

Social Security Number	: *** - ** - 2751	Withhold Taxes	: No
Benefit Year Begin	: 28-Jun-2015	Exemptions	: 0
Benefit Year End	: 25-Jun-2016	Dependents	: 2
Weekly Benefit Amount	: \$:	Balance	: \$0.00
Total Weeks Allowed	: 20	Pending Payments	: \$0.00
Weeks Remaining	: 16	Pending Balance	: \$0.00

WAIVER DETAIL

Filter


Type	Begin Date	End Date	Associated Employer
Short Term Layoff	10-Nov-2015	14-Nov-2015	C
Temporary Layoff	24-Jul-2015	05-Sep-2015	D
Short Term Layoff	20-Jun-2015	04-Jul-2015	D

UNIQUE CLAIM ID

Your claim will now be identified by a unique Claim ID in MiWAM. The list defaults to your most recent claim at the top. By clicking on the Id number you can view the details of that claim. If you need to inquire about the details of a specific claim, now you can refer to the claim by the Claim ID number.

CLAIMS ¹¹	ACTIVITIES	NOTICES ¹	LETTERS ²⁴	CLAIMANT SERVICES	NAMES & ADDRESSES
CLAIMS					
Claim Id	Claim	Type	Status	Benefit Year Begin	Benefit Year End
C	UI Claim	Additional	Allowed	28-Jun-2015	25-Jun-2016
C	UI Claim	Additional	Allowed	29-Jun-2014	27-Jun-2015
C	UI Claim	New	Allowed	30-Jun-2013	28-Jun-2014

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 Unemployment Insurance Agency

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Filing a New Claim

From the UIA Public Web Site, www.michigan.gov/uia, click on the MiWAM logo to access MiWAM to file a claim. You do not need a MiWAM account to file your new claim online.

*Note: If you would like to file a claim and have already established a MiWAM account, just log in and click on the Claimant Services tab and select the link to ["File a claim"](#) under Filing Options.



After clicking on the MiWAM logo, the home page shown below will appear.

Online Services for EMPLOYERS

- [Register A Business](#)
- [Sign Up for Employer Online Services](#)
- [Lost/Never Received Authorization Code](#)
- [Forgot your Password? Forgot your Username?](#)

Online Services for CLAIMANTS

- [File a New Claim](#)
- [Find a Saved Claim](#)
- [Sign Up for Claimant Online Services](#)
- [Having trouble logging in? \(Forgot password?\)](#)

Other Online Services

- [Report Fraud](#)

Log In To MiWAM

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username
Required

Password
Required

Sign In

Michigan Web Account Manager

Filing a New Claim

continued

FIND A SAVED CLAIM

MiWAM allows you to save your claim and complete it later during the same calendar week. The **Save and finish later** button is displayed at the top and bottom of each page. You will receive a confirmation number and a claim filing number. Click the **“Find a Saved Claim”** link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely. **Please note-MiWAM will timeout after 15 minutes of inactivity, for security reasons.**

Click the link for **“Step 1-Provide Identification Information”** to begin filing your claim. There are 7 steps in the claims filing process. You **must** complete all 7 steps.

Step 1: Provide Identification Information << START HERE

Save and finish later Cancel

IDENTIFICATION INFORMATION

Yellow boxes indicate information is required. A green box indicates optional information.
Federal and state laws require that certain types of information be provided upon request for statistical and Unemployment Insurance program purposes. The information you provide to the Unemployment Insurance Agency concerning your claim for unemployment benefits is confidential and will be used only by public officials performing their duties.

Social Security Number ⓘ
Social Security Number. Enter numbers only. Do not use hyphens or dashes. Required
Confirm Social Security Number. Enter numbers only. Do not use hyphens or dashes. Required

Have you worked under more than one Social Security Number?

Name Information
Last Name Required
First Name Required Middle Name Suffix
Additional Last Name ⓘ

Driver License / State ID
Driver's license or state identification number Document ID
Issuing state of your driver's license or state ID Issuing State

Save and finish later Cancel

At the bottom of each page, the **Return to Summary** button is displayed. This button allows you to return to any step within the process at any time prior to submitting the claim. The completed steps are identified by the green checkmarks as indicated in the example on the following page.

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Filing a New Claim

continued

Once you complete **all** 7 steps you will see the following screen. The **Submit** button will only appear after **all** 7 steps have been completed. You must click the **Submit** button to receive a confirmation number. A red **X** displayed next to a step will indicate an error that needs to be corrected or the step has not been completed.

This application allows you to file a claim for unemployment benefits online. A claim cannot be filed early. Filing today means your claim will begin this week unless you request previous weeks.

You will be asked a series of questions. Based on your responses, you may be asked to answer additional questions to complete your application. Click on the blue text to complete each step. You can return to completed steps to correct or change information. Benefits will not be allowed on an incomplete application.

Give complete and honest answers. The law provides severe penalties of fines, imprisonment, damages, and/or community service for anyone who intentionally gives incorrect information or hides information to obtain or increase benefits. If you are using an interpreter or someone is helping you, that person should enter only your response to a question. You are responsible for responses given, the person helping you cannot be held liable.

There are 7 steps to the application that must be completed. If you do not get a confirmation number, your claim has not been completed.

Submit **Save and finish later** **Cancel**

LEGEND

 Click to view more information

 The Step is Complete

 The Step Contains Errors

 Required Required fields designated by:

- A triangle in the top left corner
- A tooltip that says required

Required fields, left blank, will block the availability of future steps.

Step 1: Provide Identification Information

Name: TESTER TESTING

Step 2: Demographic Information

Physical Address: 3024 W GRAND BLVD DETROIT MI 48202-8024

Step 3: Additional Information

Additional questions have been answered

Step 4: Identify Employers

EMPLOYMENT INFORMATION

[Show History](#)

Employer Legal Name	Business Name	Worked	Last Employer
LANTAGNE'S AUTO BODY LLC		<input checked="" type="checkbox"/>	<input type="radio"/>

Step 5: Payment Method

You have chosen debit card as the payment method.

Step 6: Set Up MiWAM Account

You have completed your MiWAM account information.

Step 7: Benefit Rights

You have reviewed your benefit rights.

Clicking the **blue** hyperlink after each step allows you to edit the information prior to submission.

 **Submit** **Save and finish later** **Cancel**

Michigan Web Account Manager

Filing a New Claim

continued

If you do not get a confirmation number, your claim has not been completed. Your confirmation will look like the image below:

Your internet application for unemployment benefits has been accepted. Your internet claim confirmation number is 444615552

Current date: Wednesday 16-Dec-2015

Claimant first and last name: TESTER TESTING

First MARVIN appointment: **Monday, 28-Dec-2015 from 3:00 PM to 4:00 PM**

Call MARVIN toll-free at 1-866-638-3993.

If you are unable to call during your appointed time, you may call Thursday or Friday between 8:00 AM and 7:00 PM.

You can also certify with your MiWAM account at any time.

You must register for work to be eligible for unemployment benefits. To register, you must create your profile on MiTalent Connect no later than three business days before your first contact with MARVIN. Even if you register for work on the internet, you must also report in person to a Michigan Works! Agency (MWA) service center. MWA staff will validate your profile for the Unemployment Insurance Agency (UIA).

The UIA requires a systematic and sustained work search for each week you claim unemployment benefits. You must report your record of work search at least once a month using one of the following methods:

- Submit information on the UIA's claim portal, under UIA Online Services for Unemployed Workers
- Submit Form UIA 1583, Monthly Record of Work Search, via mail or fax
- Appear at Michigan Works Agency location to file a work search form

OK

Printable View

Michigan Web Account Manager

Filing a New Claim

continued

ENTERING YOUR OCCUPATION CODE

Your occupation code is a title that best categorizes the type of work you did for your employers.

Click on the Search Code and type a key word or words that describe your position (i.e., truck driver, teacher or waitress).

Press the enter key from your keyboard and a list of choices will appear. If you cannot find an exact match, choose the occupational code that best fits. Make your choice by clicking the blue results link next to your selection*. Your occupation will show on the employer information page as seen below


*You can also find these instructions when filing a claim by clicking the information icon  in the Occupation Code field.

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Reporting for Benefits

Certification questions in MiWAM are presented for single weeks. The information sign appears if there are weeks that you have not yet been paid for and need to report. You will see the following screen after logging in to MiWAM:

UI CLAIM (

 You have benefit weeks that have not been certified. [Click Here to Certify](#)

MY ACCOUNT **CERTIFICATION** ACTIVITIES NOTICES⁰ LETTERS² CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESS

PREVIOUSLY CERTIFIED

Week	Weekly Benefit	Deductions	Withheld	Benefit Payment	Status
14-Nov-2015	260.00	55.00	0.00	205.00	Payment for \$205.00
08-Aug-2015	260.00	0.00	0.00	260.00	Payment for \$260.00
01-Aug-2015	260.00	0.00	0.00	260.00	Payment for \$260.00
25-Jul-2015	260.00	0.00	0.00	0.00	Certification for this v
04-Jul-2015	260.00	44.00	0.00	216.00	Payment for \$216.00

5 Rows

Click the [blue](#) hyperlink **“Click Here to Certify”** to answer the certification questions for the week(s) not reported. You will see a list of the certification questions that will need to be answered.


NOTE: You can change your address during the reporting process in MiWAM.


MiWAM will time out after 15 minutes of inactivity.


CERTIFICATION


CERTIFICATION QUESTIONS

Has your address changed since your last certification?

Are you claiming the week beginning Sunday, 11-15-2015 through Saturday, 11-21-2015? 

Were you available to accept full-time work every day between Sunday, 11-15-2015 and Saturday, 11-21-2015? 

Were you able to work full-time every day from Sunday, 11-15-2015 through Saturday, 11-21-2015? 

Did you look for work during the week Sunday, 11-15-2015 through Saturday, 11-21-2015? 

Michigan Web Account Manager Reporting for Benefits

continued

If you indicate that you looked for work during the specified week, you can also enter your work search information while completing your certification in MiWAM.

Click the link below to enter jobs you applied for, or employers contacted while looking for work.

[Click here to enter job contacts](#)



[Click here for help filling out Job Contacts](#)

Job Contacts List			
Date Of Contact	Employer Name	Employer Phone Number	Name and Title of Person Contacted
Add Job Contact			

OK Cancel

You will then be directed to enter the job contact information as instructed below.

Job Contacts List	
Job Contact 1	
Date Of Contact	09-Dec-2015
Employer Name	ABC warehouse
Employer Address	1234 Main Street, Detroit MI 48202
Name and Title of Person Contacted	JOE SMITH
Contact Method	IN PERSON
Type of Work Applied For	SALES
Result	INTERVIEW

Remove Job Contact Copy row Add Job Contact

OK Cancel

Michigan Web Account Manager Reporting for Benefits

continued

Continue answering the certification questions and click the **Submit** button.

Did you quit any job between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
Did you refuse any job(s) or offer(s) of work between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
Were you fired from any job between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
Did you BEGIN attending school or training classes between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
Did you BEGIN receiving a pension between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
Did you receive vacation pay between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
Did you receive severance pay between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No 
Did you do any type of work between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No 
Did you have any earnings between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No 
Did you return to work full time between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="radio"/> Yes <input type="radio"/> No
<p>Certification: I understand that the answers I give may affect my benefit payments. I certify that I am the individual listed on this claim. Answering questions or certifying for benefits for anyone other than yourself is considered fraud and is punishable by law. I understand that making false statements, concealing information or misrepresenting facts is considered fraud. I understand that if I give false information to receive benefits I will have to repay benefits, my claim may be stopped, I may be required to pay additional fees, and could serve time in prison. I understand the penalties for committing fraud and certify that the answers I have given for the week 11-15-2015 through 11-21-2015 are true and correct.</p> <div><input type="button" value="I Understand"/></div>	



<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>
---------------------------------------	---------------------------------------

Michigan Web Account Manager Reporting for Benefits

continued

Did you receive vacation pay between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/> <input type="button" value="No"/>
Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/> <input type="button" value="No"/>
Did you receive severance pay between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="i"/>
Did you do any type of work between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="i"/>
Did you have any earnings between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="i"/>
Did you return to work full time between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/> <input type="button" value="No"/>

Please enter your password to confirm certification submission.

Password

Required

You will receive a confirmation message indicating that your certification has been accepted

CONFIRMATION

Your certification has been accepted for the week-ending 6/22/2013. Your payment will be issued on the next business day. The expected amount of your payment is \$236.

***NOTE-** You will be required to certify for each week individually in MiWAM. Your responses will be registered for one week at a time. *

Michigan Web Account Manager

Submitting Work Search

You can also submit your work search by clicking the *"Submit Job Search Contacts"* link below the Other Services column under the **CLAIMANT SERVICES** tab.

MY ACCOUNT	CERTIFICATION	ACTIVITIES	NOTICES	LETTERS	CLAIMANT SERVICES	DETERMINATIONS	NAMES & ADDRESSES
FILING OPTIONS					OTHER SERVICES		
File a claim					Add Recurring Payment		
					Contact Method		
					Modify Benefit Payment Method		
					Request Restitution Waiver for Financial Hardship		
					Submit Job Search Contacts		
					Update Withholding		



JOB CONTACTS	
You are able to submit your job contacts below. To begin press "Add Job Contact". For each record you must enter all of the requested information. After completing a contact record, if you have another job contact you can click "Add Job Contact" again. Once you are done entering your work search information click "Submit". In order to submit your work search you must have at least one completed contact. Click here for help filling out Job Contacts	
Job Contacts List	ABC
Job Contact 1	Remove Job Contact Copy row Add Job Contact
JOB CONTACTS	
Employer Name	ABC
Employer Address	3024 W Grand Detroit MI
Name and Title of Person Contacted	BOB TEST
Type of Work Applied For	SALES
Result	INTERVIEW
Date Of Contact	11-Dec-2015
Employer Phone Number	(313)500-0000
Contact Method	IN PERSON
Remove Job Contact Copy row Add Job Contact	
<div>Submit Cancel</div>	

Thank you for submitting your Work Search Request.

You can find this request under the **Activities** tab. **Note: Your request will be processed by the next business day.**

OK

Printable View

Michigan Web Account Manager

Responding to Fact-Finding

There are two ways to respond to the Agency's request for fact-finding. When you log into your MiWAM account, just click on the link indicating that additional fact finding is required.

The screenshot shows the MiWAM interface. At the top, there is a navigation bar with tabs: MY ACCOUNT, CERTIFICATION, ACTIVITIES, NOTICES⁴, LETTERS¹, CLAIMANT SERVICES, DETERMINATIONS, and NAMES & ADDRESSES. Below this, there is a section for 'Fact Finding' with a sub-tab 'Fact Finding'. A red box highlights a notification: 'Additional Fact Finding is required for your claim. Click Here to Respond'. A red arrow points to this notification. Another red arrow points to the 'Add' button in the 'Fact Finding' table. The table has columns: Fact Finding, Status, Employer, and Claim ID. The row shows 'Unaware of Requirements to File', 'Required', and 'C4203042-0'.

You can also click on the **DETERMINATIONS** Tab, click the Fact Finding sub-tab and then click on the link to add the required fact finding.

The screenshot shows the MiWAM interface with the 'DETERMINATIONS' tab selected. Below it, the 'FACT FINDING' sub-tab is selected. A red box highlights the 'Add' button in the 'Fact Finding' table. The table has columns: Fact Finding, Status, Employer, and Claim ID. The row shows 'Generic Availability', 'Required', and 'C'.

Complete the required fields and click the submit button. You will be required to enter your UIA Web Password to authorize the submission. You can find this questionnaire under the **Activities** tab.

The screenshot shows the 'UNAWARE OF REQUIREMENTS TO FILE - QUESTIONNAIRE' form. At the top, there are buttons: Submit, Save and finish later, and Cancel. Below this, there is a message: 'MiWAM will time out after 15 minutes of inactivity.' The form has a section for 'ISSUE DETAIL' with a tab for 'Registration'. Below this, there is a 'QUESTIONNAIRE' section with a question: 'You were required to register for work with Michigan Works! MiTalent Connect by 12/11/2015.' The answer options are 'Yes' and 'No'. At the bottom, there are buttons: Submit, Save and finish later, and Cancel.

Michigan Web Account Manager

Accessing Your 1099-G

MiWAM allows you to view and print your 1099-G. If you received benefits for the previous calendar year, a printable version can be viewed under the Letters Tab of your MiWAM Account. A PDF version of your 1099-G will be available for you to view or print! Just click the link of the Letter ID.

I WANT TO...
[View My Profile](#)
[View the MiWAM Toolkit](#)

CLAIMS⁵
ACTIVITIES
NOTICES⁵
LETTERS⁵
CLAIMANT SERVICES
NAMES & ADDRESSES

Unread⁶
Read
All
UIA Received Correspondence

UNREAD

[Mark All As Read](#)
[View Multiple](#)
[Filter](#)

Sent	Letter Id	Type	Claim ID	Claim	Week	Requested
22-Jan-2015	L0017483012	UIA 1302 -- (Re)Determination	C3926711-0	UI Claim		22-Jan-2015
21-Jan-2015	L0017205793	UIA 1713 -- Fact Finding	C3926711-0	UI Claim		20-Jan-2015
04-Feb-2014	L0008032517	FED 1099G -- for Claimants				04-Feb-2014
08-Jan-2014	L0006667674	UIA 1575C -- Claimant Mondet	C3388286-0	UI Claim		08-Jan-2014
19-Dec-2013	L0006419627	UIA 1053 -- Status of Benefit	C2660815-0	UI Claim		19-Dec-2013
17-Dec-2013	L0006443076	UIA 1713 -- Fact Finding	C2660815-0	UI Claim		17-Dec-2013

6 Rows

PAYER'S name, street address, city or town, state or province, country, ZIP, or foreign postal code, and telephone no.

State of Michigan
TALENT INVESTMENT AGENCY
Unemployment Insurance Agency

1 Unemployment Compensation

\$

2

OMB No. 1545-0120

2015

Form 1099-G

**Certain
Government
Payments**

PAYER'S Federal Identification Number

RECIPIENT'S identification number

RECIPIENT'S Name

Street Address (including apt. no)

City or town, state or province, country, and ZIP, or foreign postal code

Account Number (See Instructions)

3

5 RTAA Payments

\$ 0.00

7

9

10a State 10b State Identification

4 Federal Income Tax Withheld

\$

6

8

☐

11 State Income Tax Withheld

\$

Copy 2

**To be filed
with
recipient's
state income
tax return,
when
required.**

Form 1099-G

www.irs.gov/form1099g

Department of the Treasury – Internal Revenue Service

To request a correction to your 1099-G or to request a 1099-G for benefits paid prior to the previous calendar year, go to <http://www.michigan.gov/uia/0,4680,7-118-1360---,00.html>, Click Worker Forms, and select Form UIA 1920 - Request for Form 1099-G or contact the UIA at 1-866-500-0017 to speak to a customer service representative.

Michigan Web Account Manager

Letters and Correspondence

MiWAM allows you to review, keep track and respond to your notices and letters related to your UI account. Each letter you receive from UIA from this point on will have a unique letter ID number, making it easier to search for correspondence related to a specific topic. With MiWAM you can:

- View Web Notices
- Send claim inquiries to the Agency
- Set your mail preference—select this option if you would like to receive UIA correspondence electronically
- Search for correspondence sent from UIA by the Letter ID
- Check the status of correspondence sent to the Agency
- See the status of your protest or appeal

Here are some samples of what you'll see in MiWAM:

SEARCH BY LETTER ID AND CORRESPONDENCE

All letters sent to you from the Agency will be viewable under the Letters Tab and sub-tab. To see a PDF copy of the letter, you can click on the link of the letter ID.

All correspondence that you send to the Agency will be viewable in your MiWAM account here.

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES ⁰ LETTERS ² CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES				
Unread ² Read All UIA Received Correspondence				
UNREAD				
Mark All As Read View Multiple Filter				
Sent	Letter Id	Type	Week	Requested
09-Dec-2015	L0025618006	UIA 1713 -- Fact Finding		09-Dec-2015
01-Dec-2015	L0024980387	UIA 1575C -- Claimant Mondet		30-Nov-2015
2 Rows				

Michigan Web Account Manager

Other MiWAM Services

MODIFY BENEFIT PAYMENT METHOD

If you would like to change the method of how you receive your benefit payments, click the **CLAIMANT SERVICES** tab and then select the link to *“Modify Benefit Payment Method”*.

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS² **CLAIMANT SERVICES** DETERMINATIONS NAMES & ADDRESSES

FILING OPTIONS

[File a claim](#)

OTHER SERVICES

[Contact Method](#)

[Modify Benefit Payment Method](#)

[Request Restitution Waiver for Financial Hardship](#)

[Submit Job Search Contacts](#)

[Update Withholding](#)

Make your selections to change your benefit payment method:

MIWAM will time out after 15 minutes of inactivity.

MODIFY PAYMENT METHOD

Your current Benefit Payment Method is: Direct Deposit

Do you want to modify?

MODIFY PAYMENT METHOD

Your current Benefit Payment Method is: Direct Deposit

Do you want to modify?

Select payment method

You will be receiving a welcome package from the vendor in a plain white envelope which includes your Debit Card and introductory materials. Upon receipt, you must follow the directions to activate your Debit Card.

State of MICHIGAN Bank of America
5412 7534 5678 9123
Debit
CHRIS BURGESS
MasterCard

Michigan Web Account Manager

Other MiWAM Services

continued

MODIFY PAYMENT METHOD

Your current Benefit Payment Method is: Direct Deposit

Do you want to modify?

Continue

Select payment method

Debit
Card

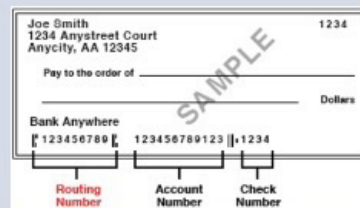
Direct
Deposit

I am granting the Unemployment Insurance Agency permission to credit my account.

Agree

Disagree

If you do not have a check to look at, look at your monthly bank statement or contact your financial institution.



U.S. Financial Institution Routing Transit Number

Required

Required

Reenter the U.S. Financial Institution Routing Transit Number

Required

U.S. Financial Institution Account Number

Required

Reenter the U.S. Financial Institution Account Number

Required

Account Type

Required



Submit

Cancel

After you have provided the required information and clicked the **Submit** button, you will receive a confirmation.

Michigan Web Account Manager

Other MiWAM Services

continued

VIEWING AND SENDING ONLINE INQUIRIES

Viewing Notices

Viewing online messages from the Agency is now easier with MiWAM! Just click on the **NOTICES** tab. You can view messages and notices sent from the Agency to your MiWAM account, or messages you've sent to the Agency inquiring about your account.

The screenshot shows the MiWAM interface with the 'NOTICES' tab selected. A red box highlights the 'NOTICES' tab and the 'Unread' sub-tab. A red arrow points to the 'Send Message' button in the top right corner. Below the tabs, there is a table of unread messages.

Posted	Subject	Claim Id	Claim Type	Week	Urgent	Attach	Mark As Read	Delete
17-Nov-2015	MiWAM Password Change				<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete
25-Nov-2013	MiWAM Address Update	C1873181-1	Extensions		<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete
25-Nov-2013	Welcome to MiWAM				<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete

3 Rows

Once you have provided the required information, click the **Send Message** tab.

The screenshot shows the 'SEND NOTICE' form and the 'ATTACHMENTS' section. The 'SEND NOTICE' form has fields for Message Type, Claim(s), Certification Week, and Subject. The 'ATTACHMENTS' section has a table for Name, Description, Size (Kb), and Sent. A red arrow points to the 'Send Message' button in the bottom right corner.

SEND NOTICE

Message Type: Claim Status/Issue
Claim(s):
Certification Week:
Subject: Where is my claim

How much will I receive?

ATTACHMENTS

Name	Description	Size (Kb)	Sent
------	-------------	-----------	------

Michigan Web Account Manager

Other MiWAM Services

continued

You will be able to view the notices you have sent to the Agency's Virtual Problem Resolution Team under the "Outbox" tab.

MY ACCOUNT	CERTIFICATION	ACTIVITIES	NOTICES¹	LETTERS ¹²	CLAIMANT SERVICES	DETERMINATIONS	NAMES & ADDRESSES
Unread ¹	Inbox	Outbox					
OUTBOX							
Send Message Filter							
Posted	Read	Subject	Week	Urgent	Attach		
10-Nov-2015	<input checked="" type="checkbox"/>	Need a new card		<input type="checkbox"/>	<input type="checkbox"/>	Delete	

[Delete](#) [Close](#)

WEB NOTICE - DEBIT CARD/DIRECT DEPOSIT

Claim ID
Claim Type

Sent: Tuesday, Nov 10, 2015 9:55:39 AM
Subject: Need a new card

I cannot find my debit card and need a replacement as soon as possible. I just changed to have my claim applied to the debit card and cannot locate it. Can this please be rushed to me.
Thank you

ATTACHMENTS

Name	Description	Size (Kb)	Sent
------	-------------	-----------	------

[Delete](#) [Close](#)

Michigan Web Account Manager

Other MiWAM Services

continued

You can see responses to your inquiry from the Agency's Virtual Problem Resolution Team in your inbox.

CERTIFICATION							
NOTICES ²							
ACTIVITIES ¹							
LETTERS ^B							
ATTRIBUTES							
CLAIMANT SERVICES							
DETERMINATIONS							
UNREAD ²							
INBOX							
OUTBOX							
INBOX							
Send Message Mark All As Read Filter							
Posted	Read	Subject	Claim Id	Claim Type	Week	Urgent Attach	
23-Aug-2013	<input type="checkbox"/>	RE: Pending Issues	C0027228-0	Claim		<input type="checkbox"/>	Mark As Re; Delete
23-Jul-2013	<input type="checkbox"/>	Welcome to MiWAM	C0027228-0	Claim		<input checked="" type="checkbox"/>	Mark As Re; Delete

Click the link to read the response from the Virtual Problem Resolution Team.

Reply To Note Delete

WEB NOTICE - MANUALLY SENT NOTICE

Claim ID

Claim Type

From: Unemployment Insurance Agency

To:

Date: Friday, Aug 23, 2013 10:12:39 AM

Subject: RE: Pending Issues

One or more (re)Determination(s) regarding your eligibility and/or qualification for unemployment benefits have been resolved.

Please allow 1 day for posting to your MiWAM account or 3-5 days via US Post.

Please continue to certify using your new online MiWAM account or you can still call MARVIN on your scheduled day and time

Thank you for using MiWAM!

From:

To: Unemployment Insurance Agency

Date: Monday, Nov 4, 2013 9:27:50 AM

Subject: Pending Issues

When will I receive payment

Reply To Note Delete

Michigan Web Account Manager

Other MiWAM Services

continued

UPDATE PROFILE INFORMATION

To update your profile information, click on the [“View My Profile”](#) link from the “I WANT TO . . .” section. Then click the [“Update Profile”](#) link.



The screenshot shows the 'I WANT TO...' menu with three options: 'Update Profile' (highlighted with a red box and a red arrow), 'Cancel My Online Access', and 'Change Password'. To the left, the 'PROFILE' section lists fields: Web Name, Phone 1, Phone 2, Email, and Question.




The screenshot shows the 'PAYMENT PROFILE' section with a table titled 'MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS'. The table has columns: Source Name, Account Type, Bank Name, Routing Number, and Account Number. There are 'Add' and 'Filter' buttons at the top right of the table.

Click on Update Profile a popup will allow you to update your profile.



The screenshot shows the 'UPDATE PROFILE' popup form. It contains fields for Username, Web Name, Email, Secret Question, New Question, Answer, and Confirm. There are also dropdown menus for Country (USA) and Type (Cell Phone). The form has 'Save' and 'Cancel' buttons at the bottom right.

Type in your password to verify the request:



The screenshot shows a password verification popup. It contains a text input field for the password, which is currently masked with dots. Below the field is a 'Required' label. There are 'OK' and 'Cancel' buttons at the bottom right.

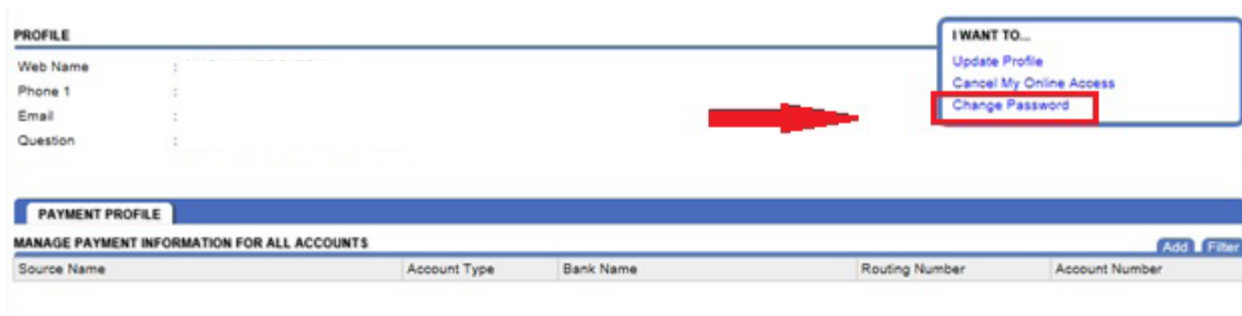
*You will receive a web notice stating that your MiWAM Profile has been updated.

Michigan Web Account Manager

Other MiWAM Services

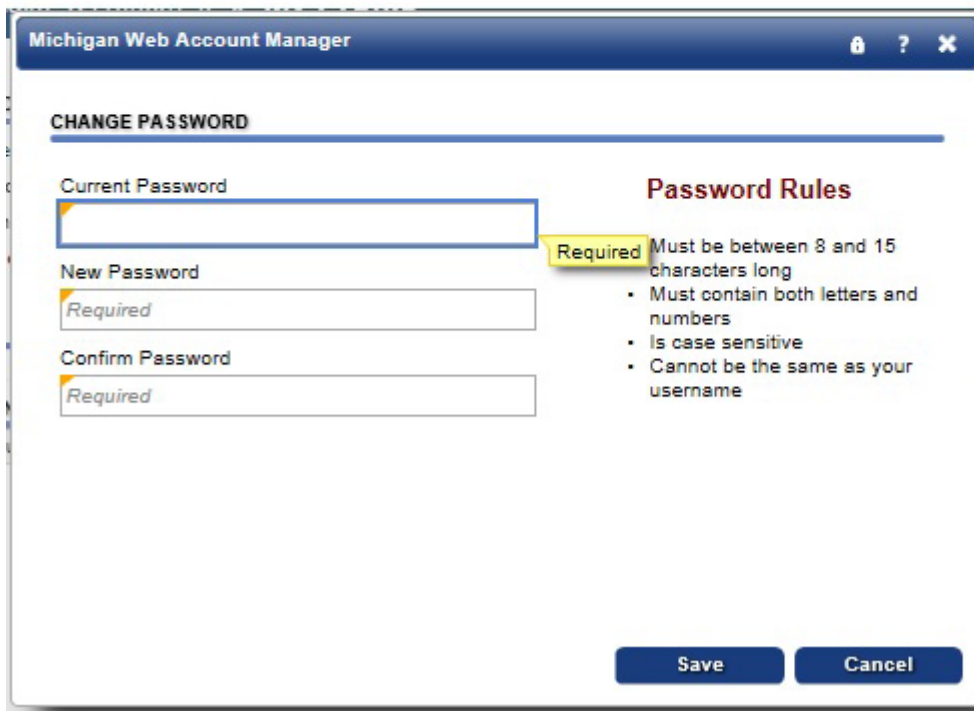
CHANGING YOUR MiWAM PASSWORD

To change your password, click on the [“View My Profile”](#) link in the “I WANT TO . . .” section. Then click the [“Change Password”](#) link. Note: This is not the process if you have forgotten your password.



The screenshot shows the 'I WANT TO...' menu with three options: 'Update Profile', 'Cancel My Online Access', and 'Change Password'. A red arrow points to the 'Change Password' link, which is highlighted with a red box. Below the menu is the 'PAYMENT PROFILE' section, which includes a table for 'MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS' with columns for Source Name, Account Type, Bank Name, Routing Number, and Account Number. There are 'Add' and 'Filter' buttons at the top right of the table.

Click on Change Password to update your password.



The screenshot shows the 'CHANGE PASSWORD' form. It has three input fields: 'Current Password', 'New Password', and 'Confirm Password'. The 'New Password' and 'Confirm Password' fields are marked as 'Required'. To the right of the input fields is a 'Password Rules' section with the following requirements:

- Must be between 8 and 15 characters long
- Must contain both letters and numbers
- Is case sensitive
- Cannot be the same as your username

At the bottom of the form are 'Save' and 'Cancel' buttons.

Michigan Web Account Manager

Other MiWAM Services

continued

TAX WITHHOLDING

If you would like to change your tax withholding, log into your MiWAM account and select the **CLAIMANT SERVICES** tab.

The screenshot shows the MiWAM web interface with the 'CLAIMANT SERVICES' tab selected. Under the 'OTHER SERVICES' section, the 'Update Withholding' link is highlighted with a red rectangular box. A red arrow points from the right towards this box. Other links in the 'OTHER SERVICES' section include 'Contact Method', 'Modify Benefit Payment Method', 'Request Restitution Waiver for Financial Hardship', and 'Submit Job Search Contacts'.

Next, click the link to "Update Withholding".

Once you have made your election, you must click the **Submit** button.

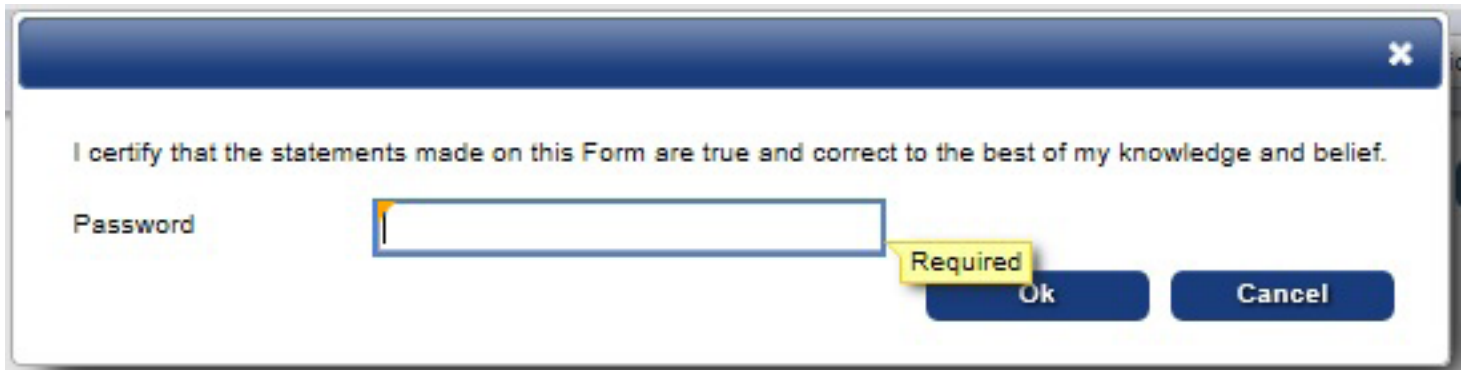
The screenshot shows the 'TAX WITHHOLDING/TAX EXEMPTION' page. A yellow banner at the top states 'MiWAM will time out after 15 minutes of inactivity.' Below this, a question is asked: 'Do you want state and federal taxes withheld from your weekly benefits?'. There are two radio button options: 'Yes' and 'No Required'. The 'No Required' option is selected. At the bottom right, the 'Submit' button is highlighted with a red rectangular box, and a red arrow points from the left towards this box. A 'Cancel' button is also visible next to the 'Submit' button.

Michigan Web Account Manager

Other MiWAM Services

continued

Then, enter your password to certify the request and click the OK button..



A screenshot of a web form with a blue header bar containing a close button (X). The form contains the text: "I certify that the statements made on this Form are true and correct to the best of my knowledge and belief." Below this is a label "Password" followed by a text input field. A yellow tooltip with the word "Required" points to the input field. At the bottom right are two buttons: "Ok" and "Cancel".

You will receive a confirmation number indicating your request has been submitted.

Your "Tax Withholding and Tax Exemption" request has been submitted and will be processed in the order that it was received. Please click **Ok** to return to the previous screen. You may also print this page for your records.

Your confirmation number is 1-928-481-664.

OK

Printable View

Michigan Web Account Manager

Name and Address Changes

in MiWAM

NAME CHANGE

You can submit a request to change your name in MiWAM. Once you log in to your account and select the current Claim ID, you will see Names and Addresses in the upper right panel of the screen.

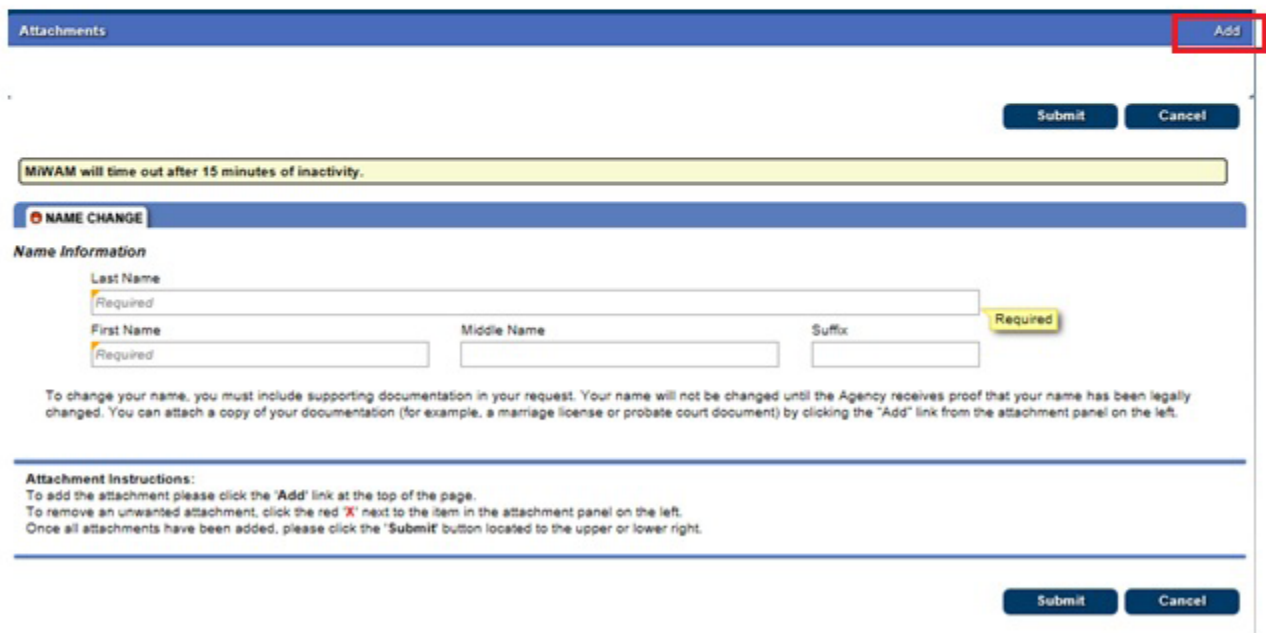


MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS¹ CLAIMANT SERVICES DETERMINATIONS **NAMES & ADDRESSES**

Legal Name

Physical Address

Click on your name hyperlink. Fill in the information that has changed. Your name will not be changed unless you provide the Agency with supporting documentation. If your documentation is saved on your computer, you can attach a copy by clicking the "Add" link above the panel on the right side of your screen.



Attachments [Add](#)

[Submit](#) [Cancel](#)

MIWAM will time out after 15 minutes of inactivity.

NAME CHANGE

Name Information

Last Name Required

First Name Required Middle Name Suffix Required

To change your name, you must include supporting documentation in your request. Your name will not be changed until the Agency receives proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the "Add" link from the attachment panel on the left.

Attachment Instructions:
To add the attachment please click the 'Add' link at the top of the page.
To remove an unwanted attachment, click the red 'X' next to the item in the attachment panel on the left.
Once all attachments have been added, please click the 'Submit' button located to the upper or lower right.

[Submit](#) [Cancel](#)

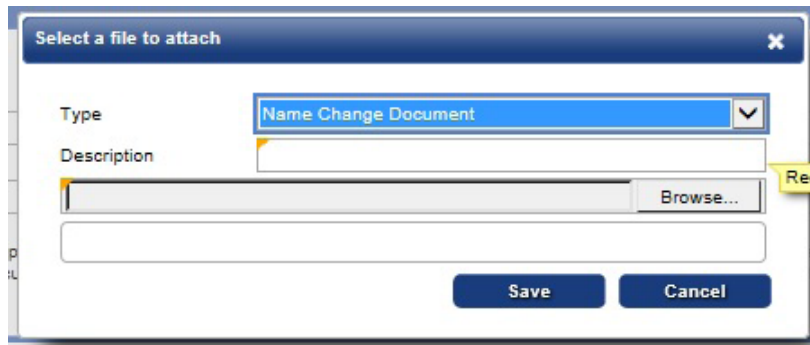
Michigan Web Account Manager

Name and Address Changes

in MiWAM

continued

Click the “Browse” button to select the appropriate file from your saved documents that you want to attach as supporting documentation. Then click the **Save** button



You will receive a confirmation message once you have finished the process and clicked the **Submit** button.

Your "Name Update" request has been submitted and will be processed in the order that it was received. Please click **Ok** to return to the previous screen. You may also print this page for your records.

Your confirmation number is 1-525-828-480.

OK

Printable View

Michigan Web Account Manager

Name and Address Changes

in MiWAM

continued

ADDRESS CHANGE

MY ACCOUNT	CERTIFICATION	ACTIVITIES	NOTICES ⁰	LETTERS ¹	CLAIMANT SERVICES	DETERMINATIONS	NAMES & ADDRESSES
Legal Name							
Physical Address							

Click on your address hyperlink. Enter the changed information in the appropriate fields. You must click the button to validate your address before you click **Submit**.

Submit Cancel

MIWAM will time out after 15 minutes of inactivity.

Physical Address
You must enter your physical address and validate it in order to proceed.
Enter your address and then click on the button to validate it.

Country	USA		
Address Line 1	3024 W GRAND BLVD		
Address Line 2			
Unit Type	Unit	City	DETROIT
State / Province	MICHIGAN	ZIP	48202-0733
	County	HURON	
Attention			

Enter the address, then click here to validate the address

Required

Submit Cancel

Michigan Web Account Manager

Protests and Appeals

in MiWAM

MiWAM allows you to protest determinations and appeal decisions that are associated to your account. Log in to your MiWAM account, click on the **DETERMINATIONS** tab.

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS³ CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

You will see a list of determinations and decisions associated with your account. To see a PDF copy of the letter, click on the unique letter ID. To file your protest or appeal, click on the action hyperlink, **"File Appeal"** or **"File Protest"**.

MY ACCOUNT

CERTIFICATION

ACTIVITIES

NOTICES⁰

LETTERS³

CLAIMANT SERVICES

DETERMINATIONS

NAMES & ADDRESSES

Determination Status

Fact Finding

Determinations and Decisions that are associated to your account are listed below. If you wish to file a protest or appeal, please click the applicable link under **Action**. Note that once a protest or appeal is filed, a new determination must be issued before the issue can be acted upon again.

Sent	Letter ID	Issue/Decision Type	Employer (if applicable)	Status	Claim ID	Action
		Ability - Ability		Pending Fact Finding - Add Additional Docs?	C4198057-0	In Progress
12/11/2015	L0025608195	Monetary (Re)Determination		Determination Issued	C4198057-0	File Protest

Michigan Web Account Manager

Protests and Appeals

in MiWAM

continued

Fill in the required information. You can also provide the Agency with supporting documentation. If your document is saved on your computer, you can attach a copy by clicking the **"Add"** link from the attachment panel on the left of your screen. Then, click the **Submit** button.

Attachments

[Add](#)

Submit **Cancel**

MiWAM will time out after 15 minutes of inactivity.

File Monetary Protest/Appeal

Attachment Instructions:
To add the attachment please click the 'Add' link at the top of the page.
To remove an unwanted attachment, click the red 'X' next to the item in the attachment panel on the left.
Once all attachments have been added, please click the 'Submit' button located to the upper or lower right.

Letter ID L0025608195
Letter Sent 12/11/2015

I wish to protest or appeal the (re)determination for the following reason(s). If you wish to attach supporting documentation, please see the instructions above.

Required

Submit **Cancel**

You will receive a confirmation indicating your request has been submitted.

Your "Claimant Determination Protest/Appeal" request has been submitted and will be processed in the order that it was received. After overnight processing, you may view the status of your request by visiting the **Determination Status** subtab under the **Determinations** tab. You may also print this page for your records.

Your confirmation number is 0-988-957-568

OK

Printable View

Michigan Web Account Manager

How to Make a Payment

in MiWAM

Setting up a Payment Profile

If you have an overpayment with the Agency and would like to make your payments online, you can set up a payment profile in MiWAM and identify your financial institution. Click the link to [“View My Profile”](#) under the “I WANT TO...” section. ***NOTE:** This is not the process to change your payment method of receiving unemployment benefit payments (see page 21 -Modify Benefit Payment Method).

UI CLAIM C

To report timely, you must report between 21-Dec-2015 and 26-Dec-2015

Outstanding Balance: \$390.68 - Click Here to Make a Payment

I WANT TO...

[View My Profile](#)

[View All Claims](#)

[View the MiWAM Toolkit](#)

MY ACCOUNT

CERTIFICATION

ACTIVITIES

NOTICES¹

LETTERS¹

CLAIMANT SERVICES

DETERMINATIONS

NAMES & ADDRESSES

CLAIM INFORMATION

Overpayment Detail

Payments

Social Security Number	:		Withhold Taxes	:	Yes
Benefit Year Begin	:	12-Jul-2015	Exemptions	:	3
Benefit Year End	:	09-Jul-2016	Dependents	:	2
Weekly Benefit Amount	:	\$350.00	Balance	:	\$390.68
Total Weeks Allowed	:	20.0	Pending Payments	:	\$0.00
Weeks Remaining	:	15.0	Pending Balance	:	\$390.68

WAIVER DETAIL

Filter

Type	Begin Date	End Date	Associated Employer
Short Term Layoff	24-Oct-2015	31-Oct-2015	STRUT TECH SYSTEMS LLC

Click the Payment Profile tab. Then click Add to add your banking information.

PAYMENT PROFILE

PAYMENT PROFILE

MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS

→

Add

Filter


Source Name	Account Type	Bank Name	Routing Number	Account Number
-------------	--------------	-----------	----------------	----------------

in MiWAM

continued

Save

Payment Profile



PAY TO THE ORDER OF

Unemployment Insurance Agency

JPMORGAN CHASE BANK, NA

Account Holder First Name

TEST

Account Holder Last Name

TESTY

Check Type

Personal

Bank Account Type

Checking

Routing Number

072000326

Routing Number Verify

072000326

Account Number

●●●●●●●●

Confirm Account Number

●●●●●●●●

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

Now you can view the Payment Profile information for your financial institution. You will only be able to see the last four digits of your account number.

PAYMENT PROFILE				
MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS				
Source Name	Account Type	Bank Name	Routing Number	Account Number
TEST TESTY	CP	JPMORGAN CHASE BANK, NA	072000326	****9123

If you would like to change or delete the payment information you have saved in MiWAM, click on the link ["View My Profile"](#) under the "I WANT TO..." section. Then click on the link of the source name to manage the payment profile information. Click the button to change or delete the payment profile information. If you change financial institutions, your online payment information must be updated within MiWAM.

ChangeDeleteCancel

Payment Profile

All Accounts

PAY TO THE ORDER OF

Unemployment Insurance Agency

JPMORGAN CHASE BANK, NA

Account Holder First Name

TEST

Account Holder Last Name

TESTY

Check Type

Personal

Bank Account Type

Checking

Routing Number

072000326

Account Number

****9123

ACCOUNTS USING THIS PAYMENT PROFILE

Name

TEST TESTY

Account Id

C3559003-0

Account Type

UI Claim

ChangeDeleteCancel

Michigan Web Account Manager

How to Make a Payment


in MiWAM

continued

Making a Payment

If you have an overpayment with the Unemployment Insurance Agency, you can make payments through your MiWAM account. After you log into MiWAM, you will be able to see your overpayment balance and pending payments. By clicking the link to “make a payment” you will be able to make a payment on the balance owed to the Agency.

UI CLAIM C4141186-0

 [Outstanding balance: \\$362.00. Click Here to Make a Payment](#)

I WANT TO...

- [View My Profile](#)
- [View All Claims](#)
- [View the MiWAM Toolkit](#)

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS⁵ CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

FILING OPTIONS

[File a claim](#)

OTHER SERVICES [Filter](#)

- [Add Recurring Payment](#)
- [Contact Method](#)
- [Modify Benefit Payment Method](#)
- [Request Restitution Waiver for Financial Hardship](#)
- [Submit Job Search Contacts](#)
- [Update Withholding](#)

Submit Cancel

Payments scheduled more than 90 days in the future are not allowed and will result in a rejected payment.

Benefit - Elective

JOHN BLACK Payment Date: 05-Jul-2013

UI Claim

PAY TO THE Unemployment Insurance Agency 50.00

Check Type Personal

JPMORGAN CHASE BANK, NA

MEMO This payment will be applied to the outstanding balance on your claim account.

Bank Account Type Routing Number: Account Number:

Checking 072000326 ****9123

 Submit Cancel


Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

You must enter your MiWAM Password to authorize the transaction.




I authorize the Unemployment Insurance Agency (UIA) to withdraw funds by electronic transfer from the financial institution and account identified when I registered on the UIA website or as changed or modified by me at a later date.

I authorize the UIA to return money that was withdrawn from my account in error by electronically adjusting my account. I understand I will be notified by the UIA if adjustments are made. I understand it is my responsibility to access the UIA website and change the registration information related to my bank account if I change financial institutions or account numbers. This authorization is governed by National Automated Clearing House Rules and Regulations about electronic transfer as they currently exist or as subsequently adopted, amended, or repealed. Michigan law governs electronic funds transactions authorized by this agreement in all respects except as otherwise superseded by federal law.

Please enter your MiWAM Web Password in the box below and click the OK button to authorize this transaction.

Password

Required 

Once you have authorized the transaction, you will receive a confirmation number regarding your payment request.

CONFIRMATION

Thank you for submitting your MiWAM payment request.

Your request will be transmitted to PayPoint within the next 10-15 seconds and you will receive an email regarding the results of the request. A web notice will also be posted to the account for which the payment was submitted. Please check back momentarily.

Your **MiWAM** confirmation number is **1-825-161-216**



Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

ADD A REOCCURRING PAYMENT

After you set up your payment profile, you can also schedule monthly payments to be deducted from your bank account in MiWAM. Once you log into your account, click the [CLAIMANT SERVICES](#) tab. Under the column labeled "Other Services", then click the link to "[Add Reoccurring Payment](#)".

MY ACCOUNT	CERTIFICATION	ACTIVITIES	NOTICES ⁰	LETTERS ⁵	CLAIMANT SERVICES	DETERMINATIONS	NAMES & ADDRESSES
FILING OPTIONS					OTHER SERVICES		
File a claim					Add Reoccurring Payment		
					Contact Method		
					Modify Benefit Payment Method		
					Request Restitution Waiver for Financial Hardship		
					Submit Job Search Contacts		
					Update Withholding		

continued

Submit

Submit

Cancel

Reoccurring Payment

The Unemployment Insurance Agency allows you the ability to schedule reoccurring payments. A reoccurring payment is a scheduled payment processed monthly toward a Debt.

Payments can be stopped up to one business day before your monthly payment date. Once you stop a payment you will need to schedule a new reoccurring monthly payment plan if you would like monthly payments to resume.

Choose the date that you would like your payment processed. Payment processing will happen on the same date each month and will be based on the date of your first payment.

Date of First Payment:

16-Dec-2015

In order to prevent your account from entering a delinquent status, your monthly payment should be equal to or greater than your minimum monthly payment due as listed on your most recent Monthly Statement notice.

Monthly Payment Amount:

50.00

Select whether you would like to choose the number of payments to be made or continue withdrawal until your balance is zero:

☐ Choose number of payments

- Withdraw until balance is zero

Benefit - Elective Payment

TEST

TESTY

UI Claim

Payment Date: 16-Dec-2015

PAY TO THE
ORDER OF

Unemployment Insurance Agency

50.00

Check Type

Personal

JPMORGAN CHASE BANK, NA

MEMO: This payment will be applied to the outstanding balance on your claim account.

Bank Account Type

Routing Number:

Account Number:

Checking

0720000326

****5623

Submit

Cancel

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

You must enter your MiWAM Password to authorize the transaction.

I authorize the Unemployment Insurance Agency (UIA) to withdraw funds by electronic transfer from the financial institution and account identified when I registered on the UIA website or as changed or modified by me at a later date.

I authorize the UIA to return money that was withdrawn from my account in error by electronically adjusting my account. I understand I will be notified by the UIA if adjustments are made. I understand it is my responsibility to access the UIA website and change the registration information related to my bank account if I change financial institutions or account numbers. This authorization is governed by National Automated Clearing House Rules and Regulations about electronic transfer as they currently exist or as subsequently adopted, amended, or repealed. Michigan law governs electronic funds transactions authorized by this agreement in all respects except as otherwise superseded by federal law.

Please enter your MiWAM Web Password in the box below and click the **OK** button to authorize this transaction.

Password

 **OK** **Cancel**

Once you have authorized the transaction, you will receive a confirmation number regarding your payment request.

Ok **Print**

CONFIRMATION

Thank you for submitting your MiWAM reoccurring payment request.

A confirmation web notice will be posted to your MiWAM account momentarily.

 **Ok** **Print**

Michigan Web Account Manager

How to Make a Payment

continued

Reoccurring payments can be stopped up to one business day before your monthly payment date. Just click the **CLAIMANT SERVICES** tab. Under the column labeled "Other Services", then click the link to **"Stop Reoccurring Payment"**. Once you stop a payment, you will need to schedule a new reoccurring monthly payment if you want monthly payments to resume.

MY ACCOUNT	CERTIFICATION	ACTIVITIES	NOTICES ⁹	LETTERS ¹⁸	CLAIMANT SERVICES	DETERMINATIONS	NAMES & ADDRESSES
------------	---------------	------------	----------------------	-----------------------	-------------------	----------------	-------------------

FILING OPTIONS	OTHER SERVICES
File a claim	Stop Reoccurring Payment
	Contact Method

Confirm

Cancel

Reoccurring Payment

Clicking 'Confirm' will cease this Reoccurring Payment. UIA will no longer automatically withdraw a monthly payment from your bank account. If you do not want to cease your Reoccurring Payment, please click 'Cancel'.

Choose the date that you would like your payment processed. Payment processing will happen on the same date each month and will be based on the date of your first payment.

Date of First Payment:

In order to prevent your account from entering a delinquent status, your monthly payment should be equal to or greater than your minimum monthly payment due as listed on your most recent Monthly Statement notice.

Monthly Payment Amount:

Select whether you would like to choose the number of payments to be made or continue withdrawal until your balance is zero:

☐ Choose number of payments

☒ Withdraw until balance is zero

Benefit - Elective Payment

<input type="text"/>		<input type="text"/>		Payment Date: <input type="text" value="21-Dec-2015"/>
UI Claim				
PAY TO THE ORDER OF	<input type="text" value="Unemployment Insurance Agency"/>			<input type="text" value="50.00"/>
				Check Type
				<input type="text" value="Personal"/>
JPMORGAN CHASE BANK, NA				
MEMO: This payment will be applied to the outstanding balance on your claim account.				
Bank Account Type	Routing Number:	Account Number:		
<input type="text" value="Checking"/>	<input type="text" value="072000326"/>	<input type="text" value="****8369"/>		

Confirm

Cancel

Your MiWAM reoccurring payment has been ceased successfully.

A confirmation web notice will be posted to your MiWAM account momentarily.

OK

Printable View

Michigan Web Account Manager

Frequently Asked Questions

in MiWAM

Q: What happens when I register for MiWAM?

A: When you register for MiWAM you will be granted unlimited access to your MiWAM account immediately.

Q: Does my password expire?

A: Yes, your password expires every 13 months. As a result, you will be required to change it after one year.


Q: What should I do if I forget my username or need to reset my password?

A: Click on the link for “Having trouble logging in?” A social security number and date of birth are required to retrieve your username. You will not be allowed to continue if this information is not provided. Once you have been identified you will be allowed to reset your password.

Q: Can I come back to finish a claim that I began filing and finish it later?

A: MiWAM allows you to save your claim and complete it later during the same calendar week, by clicking the [Save and finish later](#) button. You will receive a confirmation number and a claim filing number. Click the “Find a Saved Claim” link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely.

Q: How do I enter the Occupational code when filing a claim through MiWAM?

A: Click on the Search Code and type a key word or words that describe your position (i.e., truck driver, teacher or waitress). Press the enter key from your keyboard and a list of choices will appear. If you cannot find an exact match, choose the occupational code that best fits. Make your choice by clicking the blue link next to your selection. You can find these instructions when filing a claim by clicking the information icon  in the Occupation Code field.

Q: Can I protest a determination or respond to Agency correspondence using MiWAM?

A: Yes. Access the Determinations tab to either protest a determination or appeal a redetermination. Responding to any open fact-finding issues can be done by clicking on the Fact Finding sub-tab to see pending questionnaires.

Q: Who do I contact if I need help?

A: If you have questions about MiWAM or need help with your unemployment claim, call 1-866-500-0017 to speak with a customer service representative.



*Rick Snyder, Governor
State of Michigan*



Stephanie Comai, Director



Sharon Moffett-Massey, Director

www.michigan.gov/uia

The Unemployment Insurance Agency is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.